SENIOR SPOUSE OPT MEETING

15 January 2014, Navy Club (Jungle Room)
LTC Melba C. Stetz, Ph.D. & SGM Lance Thomas, M.B.A.,
Clinical Operations, 65th Medical Brigade

PARTNERS IN YOUR HEALTH

Purpose

The mission of the Spouse OPT is to serve as a communication forum between invited senior leaders' spouses and the medical, dental, and veterinary services across the peninsula.

Agenda

- **Welcome:** LTC Stetz/SGM Thomas, 65th BDE CLINOPS
- **Hospital Services:** COL Forsten, BAACH Commander & MEDDAC-K Deputy Commander//Mr. Kimble and CPT Lilly, TRICARE
- **Dental Services:** COL Mott, 618th Dental Deputy Commander//Mr. Suh, TRICARE Dental
- **Veterinary Services:** COL Settle, 106th MED Detachment Commander
- **Navy Family Ombudsman:** Ms. Suchyta

COL Robert D. Forsten, D.O.
CDR, Brian Allgood Army Community Hospital
Deputy CDR, MEDDAC-Korea

PARTNERS IN YOUR HEALTH

TRICARE

- Department of Defense's worldwide healthcare program available to eligible beneficiaries.

- Supporting Active Duty Service Members (ADSMs), Active Duty Family Members (ADFMs), National Guard and Reserve members, retirees, retirees' family members, survivors, and certain former spouses.

- Korea Eligible Beneficiary Categories: Per Command Sponsorship Program, USFK Regulation 614-1.
  - TOP Prime: ASDM and Command-sponsored.
  - TOP Standard: ADFM (Non-command sponsored), retired Service Members, and eligible family members, survivors and all others.
- In Korea our Managed Care Support Contractor is International SOS and they provide Host Nation Healthcare (HNH) referral management services for Prime Enrollees only.

PARTNERS IN YOUR HEALTH

TRICARE

TRICARE Prime

TOPIC	Description
Eligibility	ADFM Command-sponsored families members
Enrollment	•Fill out the TRICARE Prime Enrollment Form (DD Form 2876) and submit to TRICARE •Provide a copy of ADSM orders showing command sponsorship of accompanying family members
Cost	•There are no annual enrollment fees or deductibles •ADFMs are responsible for cost-shares for prescriptions filled by host nation providers •ADFMs incur cost when using the point-of-service option. Must have an approved referral with the exception of an emergency prior to being seen.
Getting Care	•Routine care is provided by an assigned PCM at an Medical Treatment Facility (MTF) •Referrals are required for specialty and urgent care.

TRICARE

TRICARE Standard Eligibility and Cost

TOPIC	Description
Eligibility	ADFMs (Command-sponsored and non-command sponsored), retired service members and their families, survivors, and other eligible beneficiaries living or traveling overseas
Enrollment	No enrollment is required
Cost	There is no annual enrollment fee, but deductibles and cost shares apply
Getting Care	•You may seek care from any host nation provider •Contact the nearest MTF, (TRICARE Service Center) TSC, or U.S. Embassy Health Unit for assistance.

Beneficiary Category	Cost-Shares
ADFMs	•Outpatient cost-share: 20% of the TRICARE-allowable charge. •Inpatient cost-share: Per diem charge ($25 minimum)
Retirees, their	Outpatient cost-share: 25% of the TRICARE-allowable charge

Beneficiary Category	Outpatient Deductibles	
ADFMs (E-4 and below)	$50/Individual	$100/Family
ADFMs (E-5 and above) & Retirees and All Others	$150/Individual	$300/Family

Prime Enrollees Health Care at HNHs

- If the MTF cannot provide you the specialty care requested or needed, you will be referred out to the local HNH for services.

- Generally, it will take about 48-96 hours for the International SOS to authorize your HNH referral request. The authorization will be received by the HNH and the BAACH TSC. A member from the HNH facility will normally contact you to schedule your appointment. If you require a ride, we will provide transportation for you.

- When traveling or in Korea, ISOS will assist PRIME enrollees with emergency and urgent care to prevent up-front/out of pocket cost and filing of claims.

- Contact information: TRICARE Regional Call Center
  Singapore 65-6339-2676 (From Overseas)
  1-877-678-1208 (From Stateside)
  Email: sin.tricare@internationalsos.com
  Medical Assistance: 65-6338-9277
  Visit: www.tricare-overseas.com

General Information

MEDDAC-Korea Central Appointment Line NEW Hours of Operation
Monday-Friday 0700-1800hrs for <u>BAACH Primary Care Only</u>

737- CARE (2273)

***<u>SECURE MESSAGING SYSTEM</u>:* You may now register for e-mail with PRIMARY CARE team on a new secure HIPAA compliant system**

MEDCOM Reimbursement/Outpt Visit	$89.00
Korea Active Duty No Shows CY 2013	8,289

DoD Civilians, Contractors, <u>Non-TRICARE eligible</u> patients may call for SPACE-AVAILABLE appointments 0900-1600hrs

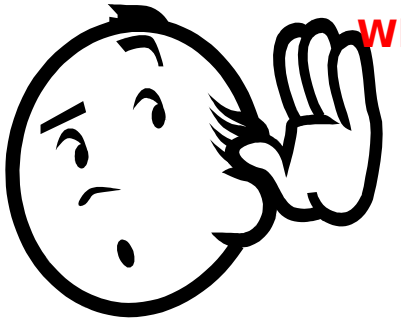
If you are unable to get through on 737-CARE line, please call the Hospital Information Desk at 737-1411/1410.

Please visit our Facebook website for upcoming events and information at FACEBOOK.COM/121CSH.

PARTNERS IN YOUR HEALTH

Army Provider Level Satisfaction Survey

(APLSS)



When you last opened your mail, did you see a patient survey and immediately have the urge to throw it away?

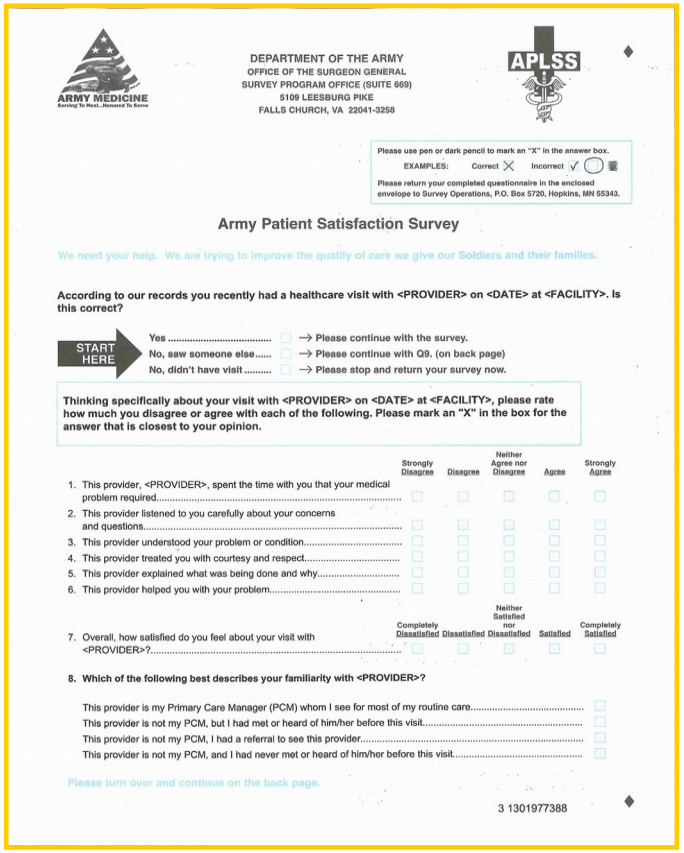
Please don't throw it out, we're listening.

- **Your voice is heard by leadership**
- **Areas for performance improvement are identified**
- **Gives you the ability to formally recognize people or services that performed exceptionally**
- **Additional funds are generated for USAMEDDAC-K based on your satisfaction**

If you weren't "Completely Satisfied" USAMEDDAC-K wants to know! Please address your concerns with the Clinic NCOIC/OIC -or- Patient Advocates at 737-1125/1126, so that we can work to resolve your issues.

We are committed to being partners in your health.

PA



DEPARTMENT OF THE ARMY
OFFICE OF THE SURGEON GENERAL
SURVEY PROGRAM OFFICE (SUITE 669)
5109 LEESBURG PIKE
FALLS CHURCH, VA 22041-3258

ARMY MEDICINE
Serving To Heal...Honored To Serve

APLSS

Please use pen or dark pencil to mark an "X" in the answer box.
EXAMPLES: Correct ✕ Incorrect ✓ ◯ ▩
Please return your completed questionnaire in the enclosed envelope to Survey Operations, P.O. Box 5720, Hopkins, MN 55343.

Army Patient Satisfaction Survey

We need your help. We are trying to improve the quality of care we give our Soldiers and their families.

According to our records you recently had a healthcare visit with <PROVIDER> on <DATE> at <FACILITY>. Is this correct?

START HERE
Yes ..... → Please continue with the survey.
No, saw someone else ..... → Please continue with Q9. (on back page)
No, didn't have visit ..... → Please stop and return your survey now.

Thinking specifically about your visit with <PROVIDER> on <DATE> at <FACILITY>, please rate how much you disagree or agree with each of the following. Please mark an "X" in the box for the answer that is closest to your opinion.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1. This provider, <PROVIDER>, spent the time with you that your medical problem required	☐	☐	☐	☐	☐
2. This provider listened to you carefully about your concerns and questions	☐	☐	☐	☐	☐
3. This provider understood your problem or condition	☐	☐	☐	☐	☐
4. This provider treated you with courtesy and respect	☐	☐	☐	☐	☐
5. This provider explained what was being done and why	☐	☐	☐	☐	☐
6. This provider helped you with your problem	☐	☐	☐	☐	☐

	Completely Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Completely Satisfied
7. Overall, how satisfied do you feel about your visit with <PROVIDER>?	☐	☐	☐	☐	☐

8. Which of the following best describes your familiarity with <PROVIDER>?

This provider is my Primary Care Manager (PCM) whom I see for most of my routine care ☐
This provider is not my PCM, but I had met or heard of him/her before this visit ☐
This provider is not my PCM, I had a referral to see this provider ☐
This provider is not my PCM, and I had never met or heard of him/her before this visit ☐

Please turn over and continue on the back page.

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Contact Information

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DSN: 737-1444, justin.m.lilly.mil@mail.mil

COL Mott
DENTAC-Korea Commander
&
Mr. Suh
TRICARE Dental Program

Pediatric Dentistry Update Area I & II

- Pediatric Dentists assigned to Dental Clinic #3, Yongsan are providing the care for eligible dependents of Area I and II for Tri-service and other affiliates.
- DC#3 accepts dependents of active duty service members up to the age of twelve (12). Older children may be seen if they have been enrolled at EFMP.
- Due to high demand, Family members are highly encouraged to utilize the TRICARE Dental Program-OCONUS
- Pediatric patients, requiring Full Mouth Dental Rehabilitation under general anesthesia in the operating room are treated at Brian Allgood Army Community Hospital (BAACH)
  - ✓ Pediatric Dentists are in the OR at BAACH two days per month.
  - ✓ Pediatric dental care is on a space-available basis.
  - ✓ With existing waiting list, the average waiting time is 3~4 months.
- For further information and appointments please call Dental Clinic #3 at DSN 736-5221.

Pediatric Dentistry Update Area III & IV

- Due to limited space availability, eligible beneficiaries are encouraged to utilize their TRICARE Dental Insurance with local-national providers.

- According to space availability, clinics accept dependents of active duty service members up to the age of twelve (12). Older children may be seen if it is a dental medical emergency or EFMP.

- Eligible pediatric patients, requiring Full Mouth Dental Rehabilitation under general anesthesia in the operating room, are treated at Osan Airbase Hospital.

- For further information and appointments please call Camp Humphreys Dental Clinic at DSN 753-6559

TRICARE Dental Program (TDP)

TDP is a worldwide dental care plan offered to eligible beneficiaries by the Department of Defense through the TRICARE Management Activity. The TDP makes it cost effective and convenient to care for your oral health which is administered by MetLife.

Eligibility: Eligible beneficiaries include Family members and legal dependents of members of the seven uniformed services, National Guard and Reserve Service Members, and/or National Guard and Reserve Family members.

Legal dependents of members: spouse and children (excluding parents or parent-in-law)

TRICARE Dental Program (TDP)

Enrolling to the TDP

1. Enroll Online: www.tricare.mil/bwe The initial payment may be made by credit card (Visa or MasterCard only)

2. **Enroll Mail:** mail the completed TDP EAD along with the initial premium payment (check, money order, or credit card) to Metlife at:

MetLife TRICARE Dental Program
Enrollment and Billing Services
P.O. Box 14185
Lexington, KY 40512

3. Telephone:

(DSN) 550-4663; 1-855-638-8372
(Commercial) 0072911; 1-855-638-8372

TRICARE Dental Program (TDP)

Maximums Benefits

Annual Maximum

$1,300 per enrollee per contract year for non-orthodontic services.
(Contract Year: 1 May ~ 30 APR following year)

Accidental Annual Maximum Benefit

$1,200 per enrollee per year for services, excluding orthodontics, for services related to dental treatment due to an accident

Lifetime Maximum for Orthodontic Treatment:

- **Non-Command Sponsored FM**
  $1,750 per eligible enrollee for lifetime
- **Command Sponsored FM**
  50 % of total costs include retainer ($1,500 + Government Share
  (Lump Sum Pay)

TRICARE Dental Program (TDP)

Cost Shares Summary Chart

	CONUS & Non Command Sponsored FM		OCONUS
TYPE OF SERVICE	E-1 TO E-4	E-5 & UP	CSFM
Diagnostic	0%	0%	0%
Preventive (except sealant)	0%	0%	0%
Emergency Services	0%	0%	0%
Sealant	20%	20%	0%
Basic Restorative	20%	20%	0%
Endodontic	30%	40%	0%
Periodontic	30%	40%	0%
Oral Surgery	30%	40%	0%
Other Restorative & Implant	50%	50%	50%
Prosthodontic	50%	50%	50%
Orthodontic	50%	50%	50%
General Anesthesia	40%	40%	0%
Intravenous Sedation	50%	50%	0%
Consultation/Office Visit	20%	20%	0%
Occlusal guard	50%	50%	0%
Post Surgical Service	20%	20%	0%
Bleaching	50%	50%	0%
Athletic mouth guard	50%	50%	0%

CSFM = Command Sponsored Family Member

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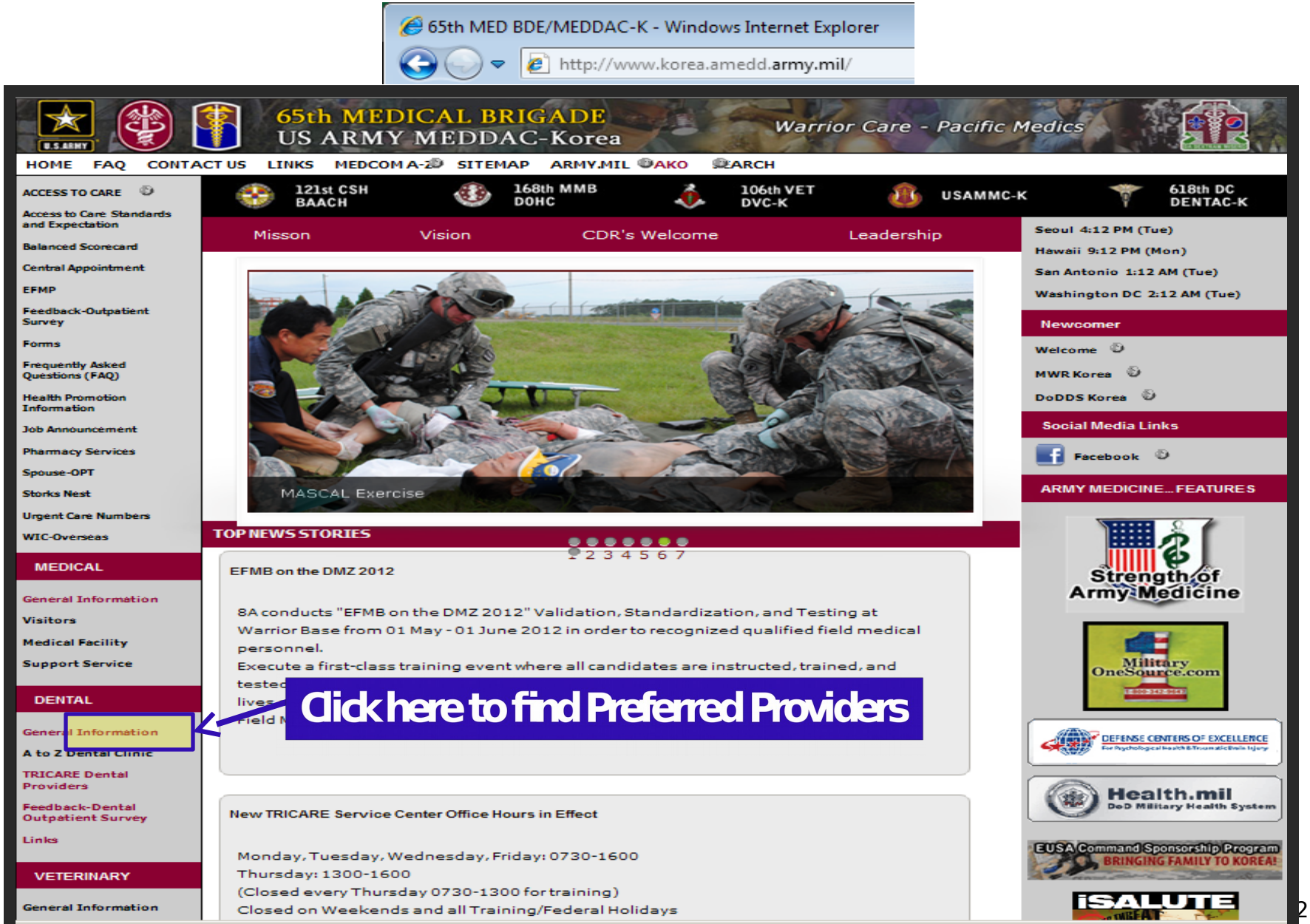
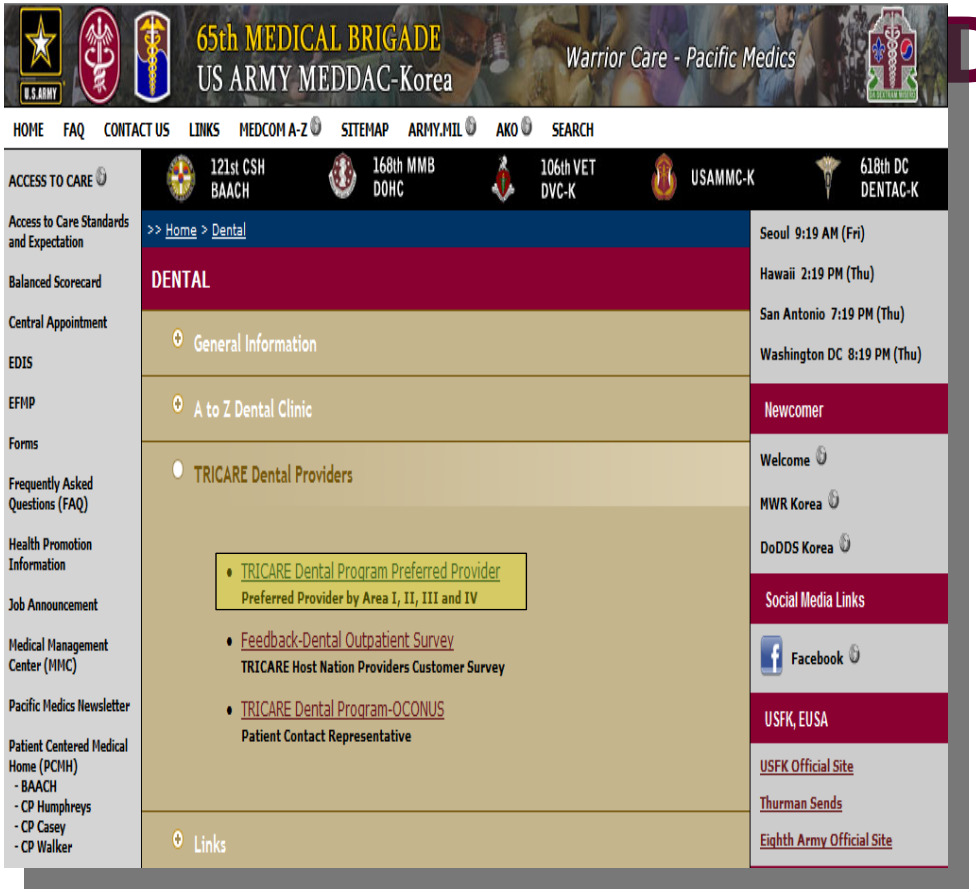
TRICARE Dental Program



TRICARE Dental Program (DP)



TRICARE
http://www.tricare.mil
TRICARE Dental Program
Preferred Provider
http:www.korea.amedd.army.mil/Dental/providers/index.htm
MetLife
Area I
Cp Casey, CRC, Cp Stanley
Preferred Provider
Don't pay up front Except co-payment Dentist submits claim
Chicago Dental Clinic (General Dentistry)
Dr. Yun, Won-Chun (U.S.A. Trained Prosthodontist)
Jihaeng Station Plazza, 721-2 bunji, Jihaeng-dong, Dongduchon-si, Kyonggi-Do
Phone #: 031-859-2859 Fax #: 031-859-2874
E-mail: doctor@ichicago.co.kr http://www.ichicago.co.kr
More
Preferred Provider
Don't pay up front Except co-payment Dentist submits claim
Uijungbu St. Mary's Dental Hospital (Multi Specialties)
Multi Providers (U.S.A. Trained Providers) English speak
65-1. Geumo-dong, Uijungbu-si, Gyeonggi-do, Korea (postal Code: 480-717) Point of Contact, Appointment: Ms Ko, Kyoung Ah
Phone #: 031-820-3636 Fax #: 031-820-3665 Mobile Ph#: 011-9931-3435
E-mail: wicked@catholic.ac.kr http://www.cmcuib.or.kr
More
Preferred Provider
Don't pay up front Except co-payment Dentist submits claim
Yonsei W Dental Clinic (Periodontics General Dentistry)
Dr. Noh, Hyeon-Soo (U.S.A. Trained Providers) English speak
Goosung Tower 5F 431-24 Uijungbu-Dong, Uijungbu-Si, Gyeonggi-Do Korea. (postal Code: 480-848)
Phone #: 031-837-9775 Fax #: 031-837-9776
E-mail: drnohs@wdent.co.kr
More
Area II

PARTNERS IN YOUR HEALTH

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kyu.h.suh.civ@mail.mil

COL Settle, D.V.
Commander
Public Health Command-Korea

Veterinary Services Update

- Community Updates:
  - Veterinary Treatment Facilities are available at Camp Red Cloud, Yongsan, Osan AFB, Camp Humphreys and Camp Walker
  - Visit http://www.korea.amedd.army.mil/veterinary/index.html for hours, contact information and emergency Korean veterinary clinics
  - https://www.facebook.com/#!/CampHumphreysVetClinic
  - Pet registration, micro-chipping and current vaccination are required for all Service Member owned pets (housed on or off base). These services are available at the servicing VFT.
  - All pets MUST be on a leash when outside.
  - The Korean law requires:
    - Registration of pets
    - Tosa and Tosa mix, American Pit Bull /Mix, American Staffordshire, Terrier/Mix, Staffordshire Terrier/mix, Rottweiler/Mix, are considered fractious breeds. Any of these breeds or dogs that are aggressive to people must be muzzled:

Veterinary Services Update

- Feedback about the VTFs can be provided via:
  - http://www.surveymonkey.com/s/106thmeddet
  - The ICE comment system
    - http://ice.disa.mil/index.cfm?fa=geo_branch_site_list&branch_groupings_id=1&geographical_category_id=3

- Food Protection support is provided to all installations to ensure the utmost safety and defense of our food (in conjunction with Army Preventive Medicine, Navy and Air Force Public Health)
  - Monitor ALL food & Drug Acts/Vendor Recalls for all subsistence
  - Provides food safety inspections for all Commissaries, MWR facilities and AAFES
  - Food Microbiology and Entomology Lab protects the force throughout the Korean peninsula

- Pets on the Patriot Express
  - On going discussions with the Korean Officials are anticipated to be complete in January 2014. Within a short time after the agreement is jointly signed we anticipate that pet travel will be available on the Patriot Express.

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Senior Spouse OPT Contact Information

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NCOIC: SGM Lance Thomas, M.B.A.: DSN: 737-1681, lance.thomas.mil@mail.mil

Chief: COL Thomas R. Yarber, M.S.N: DSN: 737-1680, thomas.r.yarber.mil@mail.mil

Website:
http://www.korea.amedd.army.mil/spouse-opt/